	Hope for Children and their Families Charity No 1077336 A company registered by guarantee No 03791772 Pre-school Learning Alliance Member No 55273 Ofsted No EY333183	ORGANISATIONAL Complaints/comments policy & procedure
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COMPLAINTS/COMMENTS POLICY & PROCEDURE

INTRODUCTION

This document contains a policy statement (Part One) and procedural guidance (Part Two). The functions of each are set out briefly below.

Part One – Policy Statement. The policy statement sets out the broad framework of principles within which the particular area of work will be carried out. It sets out the organisation's broad style and approach to the issue, including any aims and guiding principles.

Part Two – Procedural Guidance. The procedural guidance sets out the details that staff will require to carry out their duties in this particular area of work. It also sets out the specific tasks involved in undertaking this area of work and identifies who is responsible for carrying them out.

PURPOSE:

This policy outlines how The Hope Centre manage the complaints process.

RELATED POLICIES & PROCEDURES:

(If reading this policy electronically the files can be accessed by clicking the document title)

[Safeguarding Policy](#)

[Disciplinary and Grievance Policy](#)

[Making a Complaint or Allegation about a staff member or volunteer](#)

[Guidance for completing a LADO referral](#)

[Whistleblowing Policy](#)

PART ONE – POLICY STATEMENT


AIMS AND PRINCIPLES

The Hope Centre aims to provide everyone with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected. Feedback from those who use our services is very important to us. It helps us to evaluate how we do what we do. If you have a complaint or a comment, we would like you to tell us about it.

This policy and procedure outlines how we respond to any concerns, comments or complaints that are made. We welcome comments, complaints and suggestions for improvements from any interested parties and will use this feedback to inform our current work and the development of new services.

PART TWO: PROCEDURAL GUIDANCE

Making an informal comment / complaint

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We encourage everyone to speak directly to staff members if they wish to make a comment or complaint about a service they have received. There may be a member of staff that you usually see who you feel you could talk informally to. General feedback about our work can be submitted via email also to the CEO at sarah.eardley@hopefamilycentre.org

Alternatively, you can talk or write informally to a manager or CEO about your comment or complaint.

When things have been talked through, you may be satisfied with the outcome. If you are not satisfied you may want to take the matter further by making a formal complaint.

Making a formal complaint – Stage One

We take all complaints seriously. If you are not satisfied that your concerns or complaints have been satisfactorily addressed, you may choose to make a formal complaint to a manager of the service you are making a complaint about. This must be done in writing, either via email, or using a complaints form which is available on request, and sending it to the appropriate Department Manager. Should your complaint refer to the manager of a department, the CEO must be notified.

- ❖ CEO – Sarah Eardley, sarah.eardley@hopefamilycentre.org
- ❖ Support Services Manager – Heidi Mulholland, Manager
Heidi.mulholland@hopefamilycentre.org
- ❖ Early Years – Lauren Norledge, Manager lauren.norledge@hopefamilycentre.org
- ❖ Child Contact – Mickey Littlewood-Ree, Manager,
mickey.littlewoodree@hopefamilycentre.org
- ❖ Admin – Anna Beddows, Manager anna.beddows@hopefamilycentre.org

The Manager must let the CEO know immediately of any complaints received and agree together what action to take.


All complainants will be contacted within 7 working days of the complaint to explain next steps and how the complaint will be investigated or the outcome of any investigation carried out. Final feedback should be provided to the complainant within 14 working days of the complaint being lodged.

Stage Two

In the event of an appeal or if a complaint is escalated to the Chair of Trustees, the Chair will review the investigation and respond to the complainant within 14 working days of the escalation to provide feedback and advise of any decisions that may have been made. The conclusion of a stage two escalation is final however if the complainant is still dissatisfied then the relevant regulatory body needs to be contacted, mentioned as follows. Chair contact details are: sarah.handley@hopefamilycentre.org or Annabel.moore@hopefamilycentre.org

Complaints about colleagues or centre users

If you are a member of staff who wishes to complain about a colleague, please refer to the following policies: Disciplinary & Grievance Policy & Procedure; Making a Complaint or

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Allegation about a staff member or volunteer procedure, Whistleblowing Policy & Procedure.

If you are a member of staff who wishes to raise a concern or complain about a centre user, the same procedure above applies.

Early Years complaint

If you wish to complain about a matter relating to Early Years and you are not satisfied with the outcome of your complaint, you may wish to contact Ofsted¹. Ofsted cannot resolve complaints, however they will ensure all registration requirements are being followed. Their helpline telephone number is: **08456 404040**.

Child Contact complaint

If the complainant believes the Centre did not handle their complaint in accordance with the complaints procedure, they can contact NACCC after they have completed Stage 2. NACCC will not reinvestigate the substance of complaints or overturn any decisions made by Hope Child Contact. They will consider whether Hope Child Contact has adhered to the procedure. If the complainant decides to escalate their concern to NACCC and stages 1 and 2 are complete, they should complete the form available directly from NACCC and submit this to: contact@naccc.org.uk

The form must only be submitted to NACCC after the enquiry has been fully exhausted and/or concluded by the centre and within a twelve-week timescale of the conclusion of stage 2.

Additional information relating NACCC's role in complaints handling and oversight can be located here: <https://naccc.org.uk/for-parents/making-a-complaint/>

DEPARTMENTAL TRAIL FOR COMPLAINTS

Early Years

L Norledge
 CEO
 Chair of Trustees
 Ofsted

Admin

A Beddows
 CEO
 Chair of Trustees

Child Contact

M Littlewood-Ree
 CEO
 Chair of Trustees

Support Services

H Mulholland
 CEO
 Chair of Trustees

Complaints that are a Safeguarding matter

Any allegation that is a Safeguarding matter must be reported immediately to the designated Safeguarding Lead/Officers, or in their absence, a member of the senior management team. Please see the related policy and procedure on Safeguarding located in Q:\Hope Centre Policies and Procedures\Safeguarding or ask at reception for a copy of the policy.

¹ <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure#complain-about-childcare>



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If the allegation suggests that a child or adult is at immediate risk of serious harm, then contact should be made with the appropriate team/service:

- The appropriate Referral & Assessment team: 01432 261628
- Out of Hours Duty team: 01905 768020
- Police

If an allegation involves or relates to a staff member, the Chief Executive will send the member of staff home, and immediately contact The Chair of Trustees and if appropriate to set up a meeting as to whether to suspend the member of staff and/or take disciplinary action.

Implementation, monitoring and review of this policy

This policy applies to all employees.

The Trustees and CEO have overall responsibility for monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to CEO.

Responsibilities:

Trustee: monitors implementation of policies; reviews and approves Charity policies

CEO: Manage the implementation and review of all Charity policies

<u>Purpose/Change</u>	<u>Author</u>	<u>Date</u>	<u>Next review due on or before</u>
Update EY contact details	SE	Aug 2025	Aug 2026